Purpose: This document provides instructions to follow to correspond with DDS through secure email channels. The subjects this document will cover are:

1. **Recognizing a secure message**
2. **Creating your secure mail identifier and password**
3. **Requesting a password hint**
4. **Saving attachments**
5. **Reading or replying to a message using the Tumbleweed web site**
6. **Returning a secure attachment**
7. **Keeping a message longer than 30 days**
8. **Frequently asked questions and answers and DDS.Helpdesk@ct.gov**
9. **Change of Account form**

1. Recognizing a secure message.

Notification that you have a secure message from DDS will appear as a message in your email window. Upon opening the mail you will see a message similar to Figure 1 below. **To access your message, place your mouse on the blue hypertext and click.** First time users will be directed to create a password to access the system. Users who already have logins and passwords will be directed to a login window.
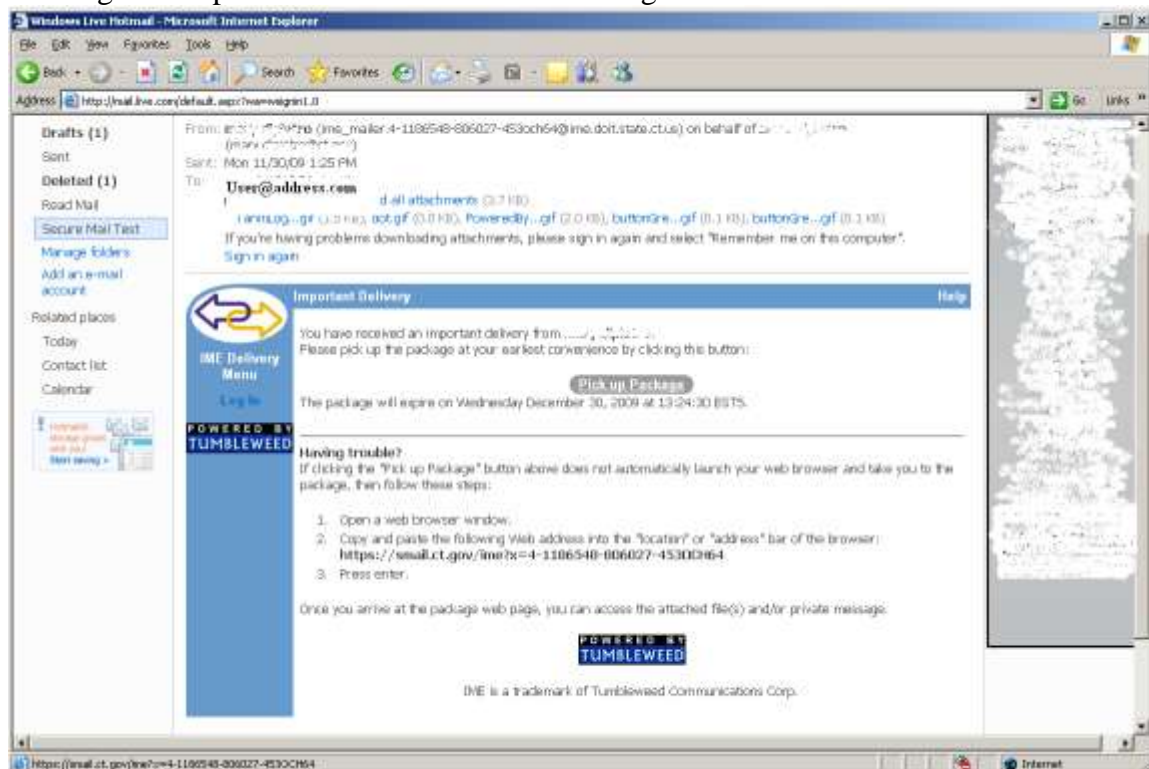

Figure 1

NOTE: Tumbleweed secure mail automatically purges all messages older than 30 days. Please see How to keep a message in your mailbox to extend the expiration date.

2. Creating your secure mail identifier and password.

Your email address is your unique identifier. **Create your password by completing the form.** This needs to be done upon initial access only. See figure 2

Figure 2

To work with your Tumbleweed Mail after you have created a password point your browser to **https://smail.ct.gov** and log on using your email address.

3. Requesting a Password Hint

If you do not remember your password but do have a previous hint: Click Email a hint to me…and a hint will be emailed to your address – it will be sent non-secure.

Requesting a password hint:
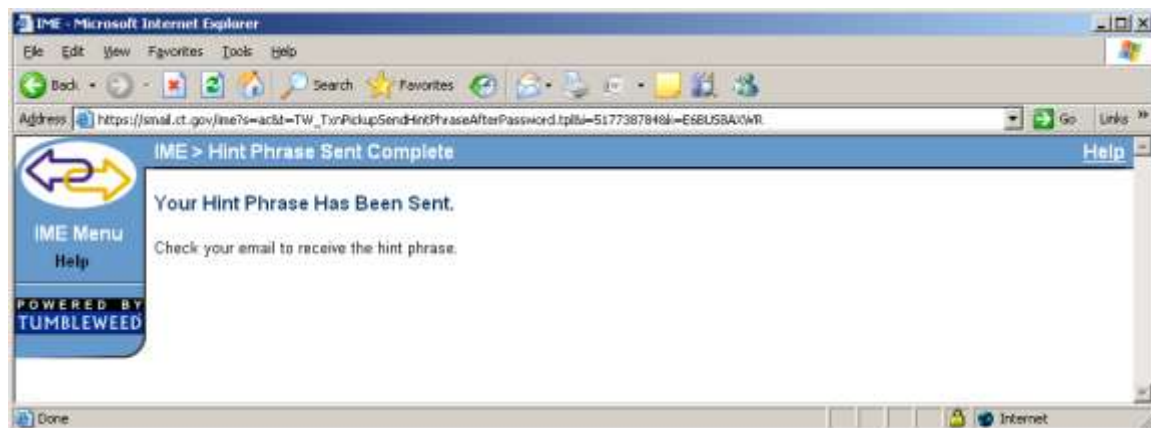
If you do not see Your IME Account Hint Phrase in your inbox, your password hint went to Junk Mail, navigate to your Junk Mail Folder to locate the message:

Open the message:
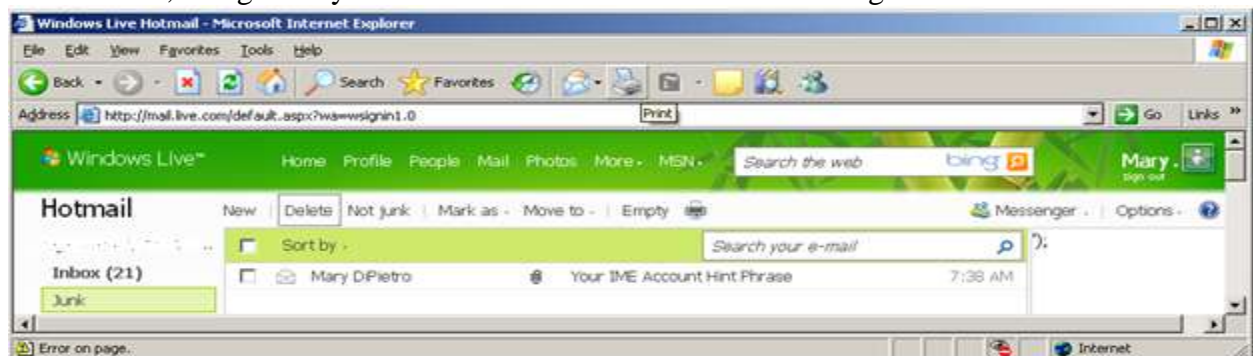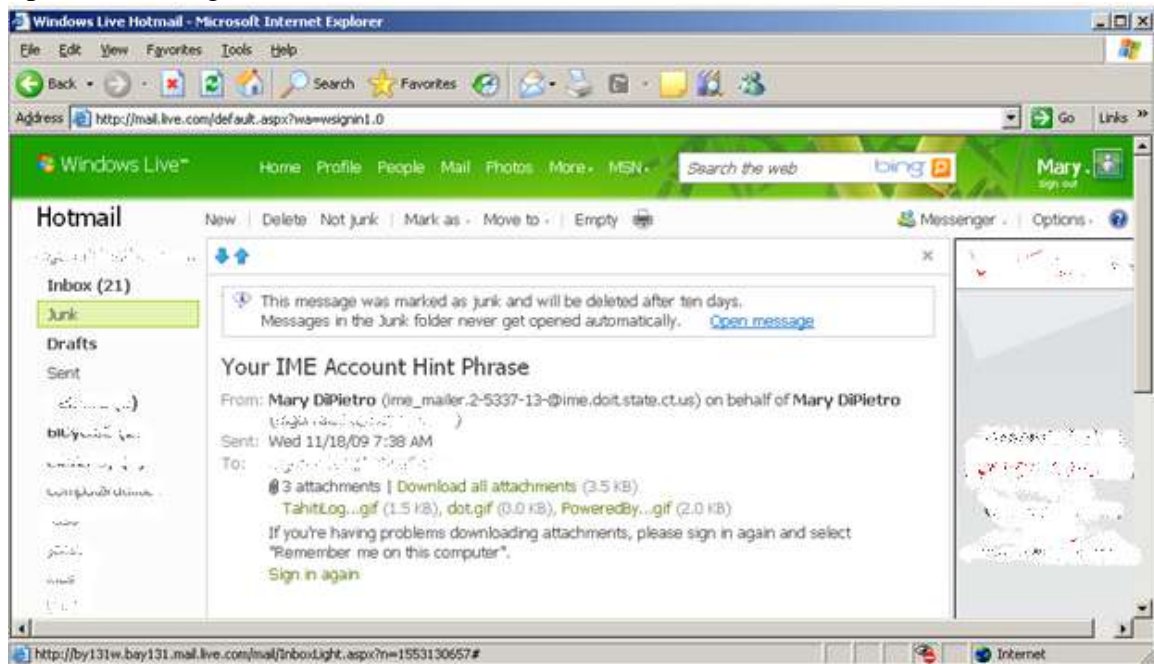

If you have a hint phrase, the hint is displayed as circled below:
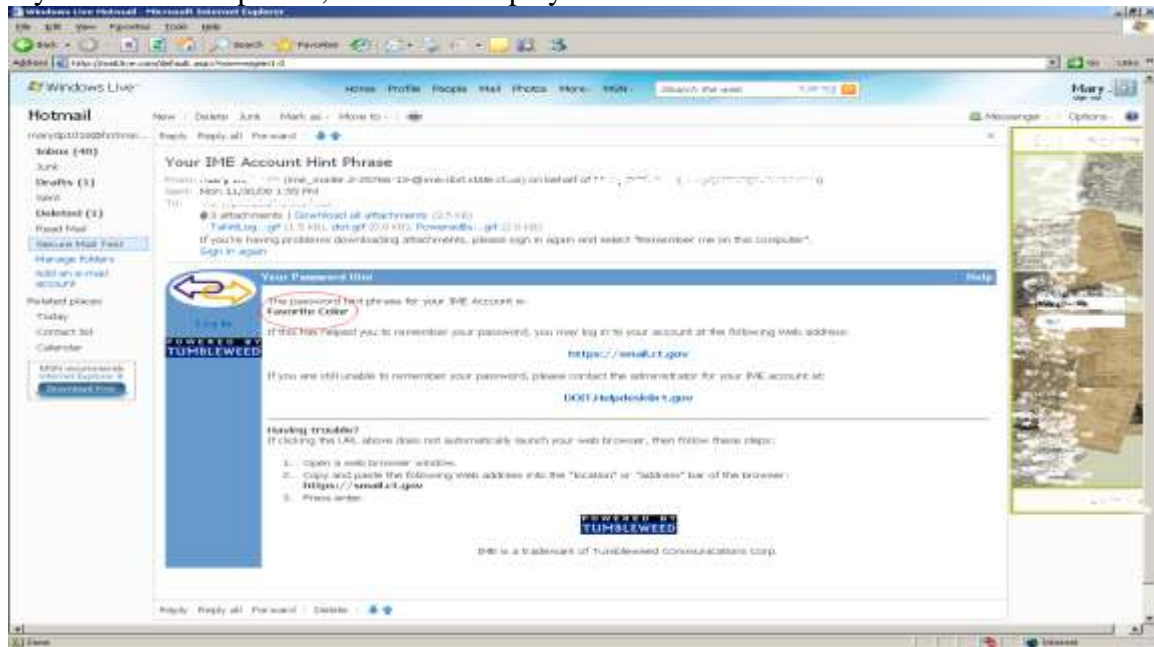
4. Saving attachments.

To save attachments found in your message follow step 1 and step 2 below for each file. Please remember to save attachments to a secure location as dictated by the rules of your organization.

Step 1: Right-Click file name to display a pop-up menu.

Step 2: Click "**Save Target As…**" and save the file to your work location.
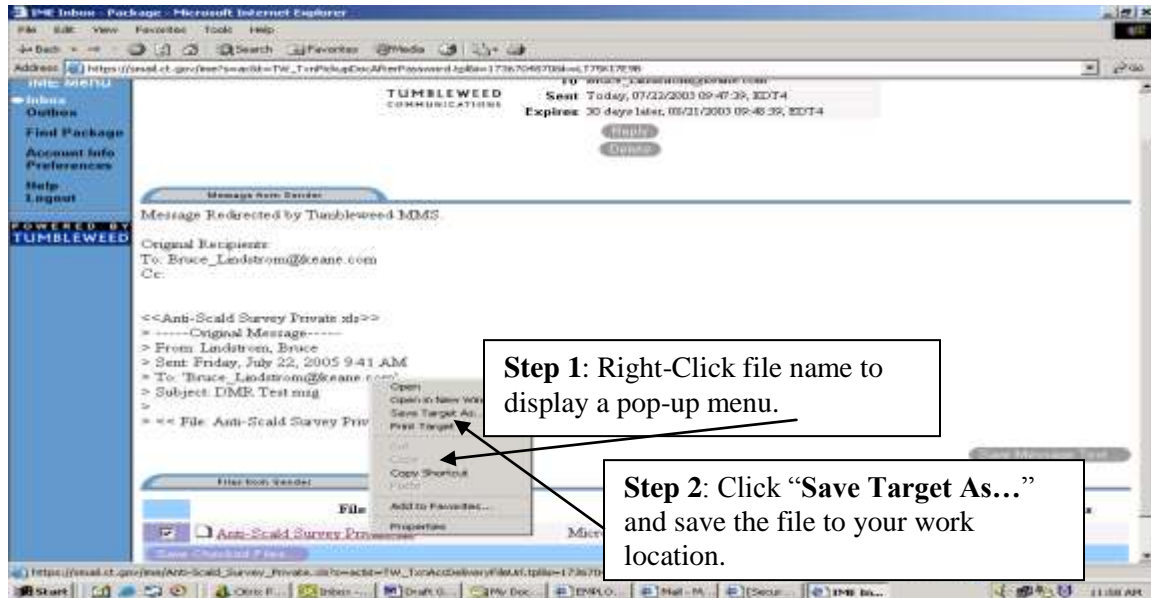
Figure 3

5. Reading or replying to a message using the Tumbleweed web site.

When you want to reply to a message, read an existing message again, or work with your secure mail in any other way, you can access the secure web site by completing the following steps.

1. Open a web browser window, (i.e., Start – Programs – Internet Explorer)

2. Type **https://smail.ct.gov** in the address line and hit **enter** key to display Figure 4.

3. **Log in** and your inbox will appear, see Figure 5.

Figure 4

Figure 5

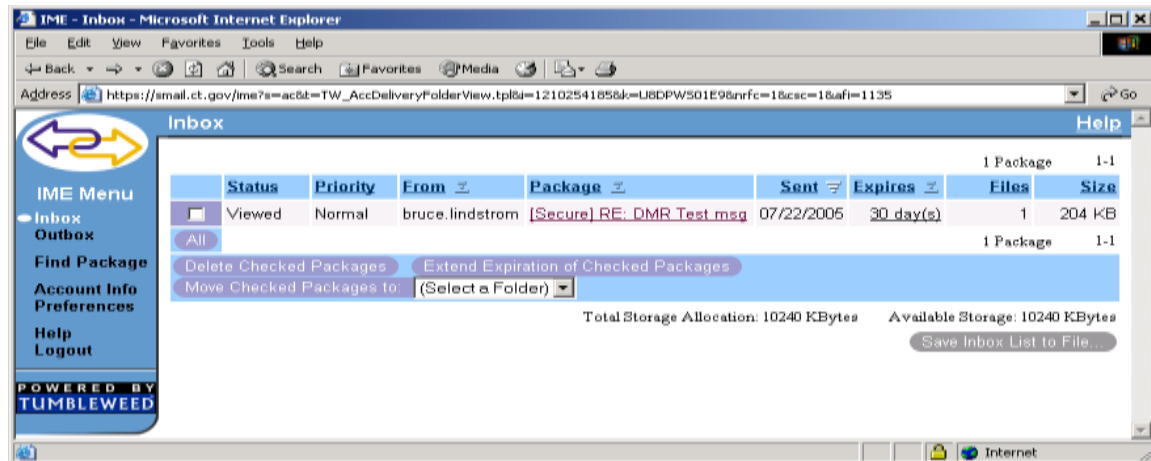Tumbleweed does not provide the means for an external user to initiate (create) a new secure message. If Tumbleweed purged the message from your mailbox and you wish to reply to that message, you must notify the sender and have them re-send the original email or send you another message to which you can reply.

6. Returning a secure attachment.

Open an existing message. Click the reply button as shown in Figure 6.

Figure 6

Step 1: Type your reply.
Step 2: Browse and Select the file you wish to attach.
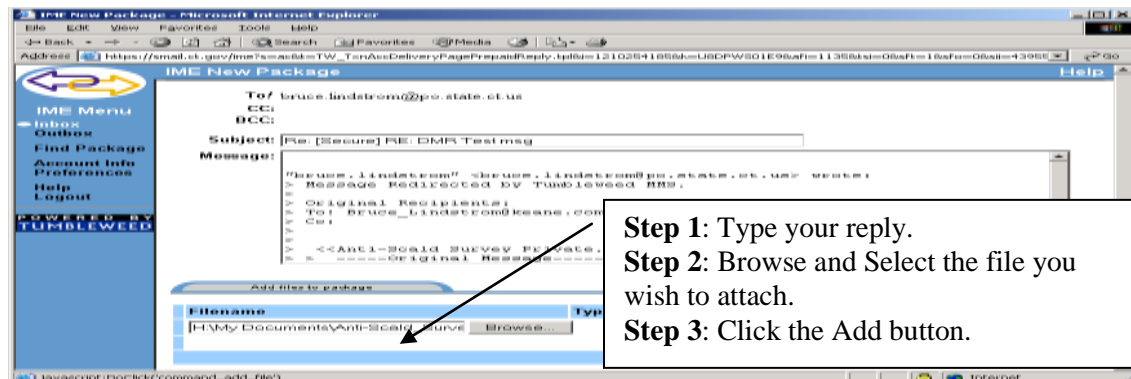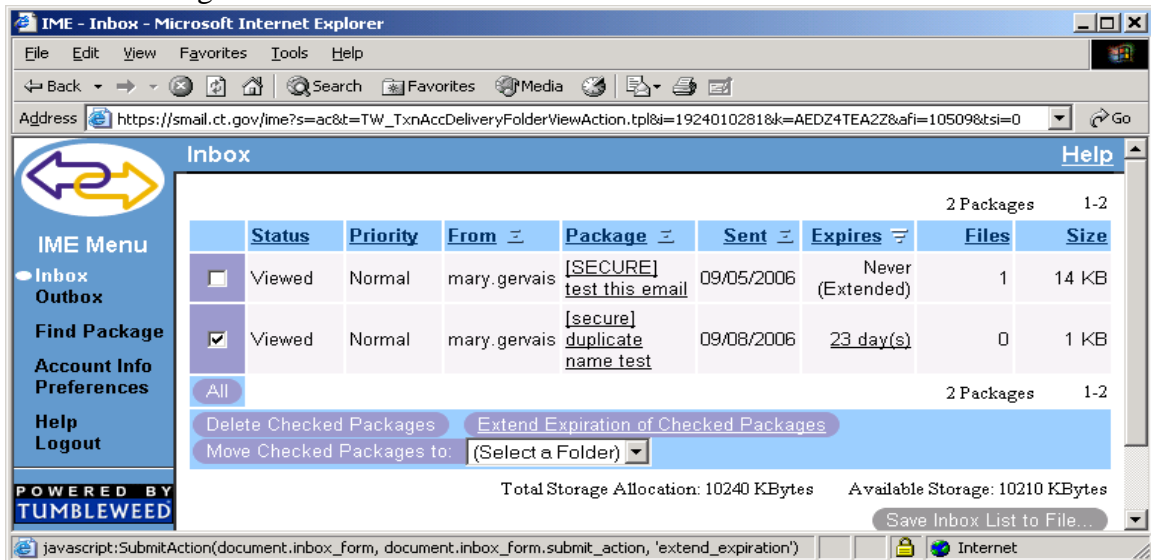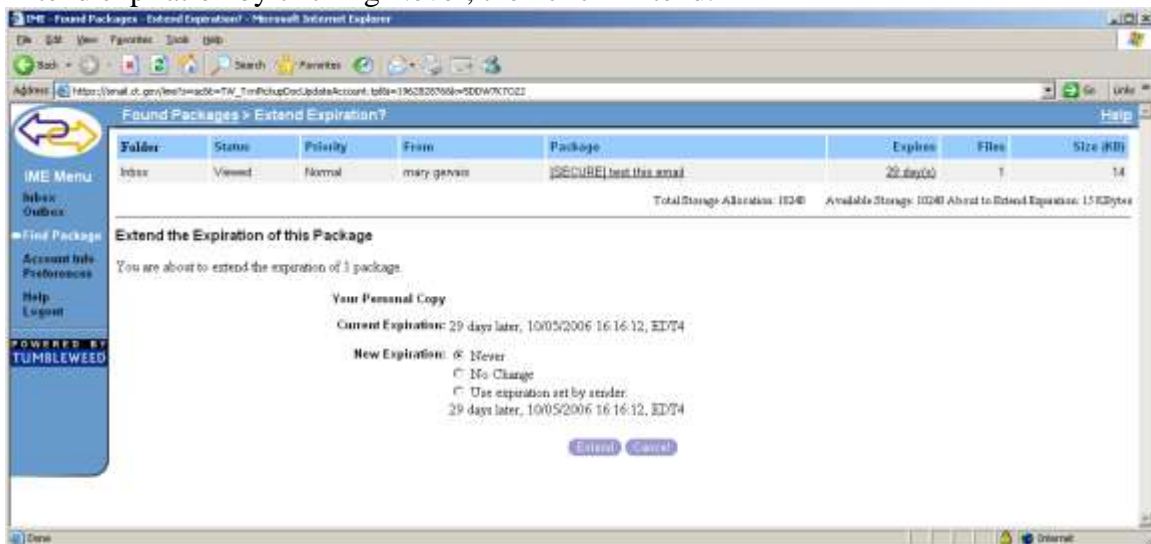**Step 3**: Click the Add button.

Figure 7

7. Keeping a message longer than 30 days.

Check the box next to the message you want to keep then click Extend Expiration of Checked Packages

Extend expiration by clicking Never, then click Extend.

You will be able to delete the message when you do not need to keep it anymore.

8. Frequently Asked Questions and Answers

1. **Does the sender from DDS get notified when I open the secure message?**
   a. Yes, a notice is returned to the sender when you open the secure message.

2. **Why did we get a message from dds.donotreply?**
   a. This is a system generated message from one of our DDS applications, it is important communication you will need to work with DDS programs.

3. **Our employees need to cover for each other's duties, how should we manage the email messages they receive?**
   a. Ask the sender to send a copy of the message to both employees.

4. **We only have external email accounts for our employees, what should we do if they don't open their mail or leave the organization?**
   a. Call the Helpdesk to arrange for another account that the DDS sender should use to send mail to, call the sender to notify them of the staffing change and request the message be resent to the new account.

5. **We don't get secure email from Case Managers, what should we do?**
   a. DDS is in the process of adding Case Managers and other employees to the secure email server. Please contact the DDS.Helpdesk@ct.gov to request more information.

6. **We can't encrypt files or messages with our organizations' email system, what other methods should we use to do so?**
   a. If you are working with a Case Manager ask them to send you a Tumbleweed email and then reply with the information you want encrypted.
   b. If you regularly send data files then request a Secure File Transfer account through a Case Manager or the DDS.Helpdesk@ct.gov (860)418-6073

Tumbleweed Secure Email
External User – State of CT DDS -
Change of Accounts Form

Please choose: ADD, REMOVE, CHANGE

Please Print:

Name:_____

Email Address:_____

Reason for change:_____

Organization Name:_____

Address:_____

Address:_____

Address:_____

Organization Administrator approving request:

Name_____Title_____

Printed Name:_____ Phone Number: _____

Please email to: **DDS.Helpdesk@ct.gov**